

1. What we’re trying to create

- A professional and respectful work environment
- An inclusive and civil culture
- Revisiting UHS’ Core Values
 - Vibrant Work Culture
We celebrate the contributions of our staff and embrace diversity of ideas, backgrounds and experiences. We encourage teamwork and innovation, and support a learning environment that helps staff succeed in their jobs and develop their careers.
 - Accessibility and Responsiveness
We promote equity and inclusion and believe everyone should receive the highest quality care. We are committed to providing programs and services that are economically, physically and culturally accessible and responsive to the changing needs of our communities.

2. Behaviors we won’t tolerate, as identified by staff and managers

- Verbal behavior directed at someone that is unprofessional, intimidating or threatening (e.g., swearing, name calling, shouting, email)
- Physical behavior that is unprofessional, intimidating or threatening (e.g., door slamming, throwing objects)
- Other behavior or actions that is unprofessional, intimidating, threatening or discriminatory because of racist, sexist, homophobic or other -isms or because of differences in roles within the organization (e.g., bullying, directing a term at someone that reinforces an –ism, interactions between “professional” and “front line” staff)

3. What’s expected of supervisors

- Proactively set expectations about behavior, including during onboarding
- Intervene in the moment as appropriate
- Follow-up with a person as soon as possible, including chance for person to tell their story
- Investigate and document
- Hold staff accountable with consequences when appropriate
- Consult as appropriate
- Follow campus and university policies

4. Examples of potential consequences to employees

- Meeting with supervisor
- Training
- Performance management
- Disciplinary action

5. Conflict competency skill sets include

- Understanding the dynamics of conflict
- Understanding your own reactions to conflict
- Fostering constructive response to conflict (and reducing destructive responses)
- Creating a conflict competent organization

Note: [Becoming a Conflict Competent Leader](#) available on Books 24/7 through e-Learn via Blu

6. Creating a culture of giving and receiving feedback

- Giving and receiving feedback is an important part of our work. Build a culture where we can constructively problem-solve.
- That means we value and appreciate honest feedback and sharing input across departments.
- The common ground is we all want to be proud of UHS and want our clients and ourselves/colleagues to have a great experience here